# 353
# User Guide

# Contents


1. SAFETY AND PRECAUTIONS....4
2. CARE AND MAINTENANCE....4
3. Get Started....7
    3.1 Appearance....7
    3.2 Insert the SIM card and battery....8
    3.3 When using with 383....8
    3.4 Charging the battery....8
        3.4.1 Charging with 383....8
        3.4.2 Separate charge....8
    3.5 Headset....8
    3.6 Security code....9
4. Your Device....9
    4.1 Menu map....9
    4.2 Turn on/off....10
    4.3 Home screen....10
    4.4 Display indicators....10
5. Phonebook....11
6. Messages....12
    6.1 Text message....12
    6.2 Chat....12
    6.3 Voicemail server....12
    6.4 Broadcast message....12
7. Calls....12
    7.1 Make calls....12
    7.2 Answer or reject a call....13
    7.3 Call Center....13
8. User Profiles....14
9. Multimedia....15
    9.1 Sound recorder....15
    9.2 Melody composer....15
10. Fun&Games....16
    10.1 Games....16
    10.2 Themes....16
11. Tools....16
    11.1 Calendar....16
    11.2 Tasks....16
    11.3 Alarm....17
    11.4 World clock....17
12. Extra....17

12.1 Calculator ..... 17
12.2 Currency converter ..... 17
12.3 Stopwatch ..... 17
13. Settings ..... 17
13.1 Phone setup ..... 17
13.2 Network setup ..... 18
13.3 Security setup ..... 18
13.4 Restore factory settings ..... 19
14. Troubleshooting ..... 19

# 1. SAFETY AND PRECAUTIONS

Please read these simple guidelines. Not following them may be dangerous or illegal.
Read the complete user guide for further information.

Switch off the phone in the vicinity of chemical plants, gas stations and other locations containing explosive objects.

Keep the phone far away from children.

When driving, please use the hands free calling device to ensure safety. Please park the car at roadside for communication unless in emergency.

Switch off the phone when boarding an airplane and do not switch the phone on during the flight.

Be careful when using the mobile phone in the vicinity of such devices as pacemakers, hearing aids and other electro-medical equipment, which may be interfered by the mobile phone.

No guarantee for the accessories and parts not produced by the original factory.

Never attempt to disassemble the phone by yourself. Contact the supplier in case of any trouble with your mobile phone.

Do not recharge the phone without battery being installed.

Charge the phone in well-ventilated environment and keep away from inflammable and high explosive articles.

To avoid demagnetization, keep the handset away from magnetic substances, such as magnetic discs or credit cards.

Keep the phone away from liquid. If soaking or erosion occurs, take the battery out and contact the supplier.

Avoid using the phone in too high or too low temperature environments. Never leave the phone exposed under direct sunlight, in high humidity or in a dusty environment.

Do not use liquid or a damp cloth with strong detergents to clean the handset.

Wireless phones may be susceptible to interference, which can affect performance。

Use only approved enhancements and batteries. Do not connect incompatible products.

Use only in the normal position as explained in the produce documentation. Do not touch the antenna unnecessarily.

Ensure the phone is switched on and in service. Enter the emergency number, then press the call key. Give your location. Do not end the call until given permission to do so

# 2. CARE AND MAINTENANCE

**Battery care**

·Your device is powered by a rechargeable battery. When the charge is low, please re-charge the battery. In order to extend the lifetime of the battery allow the battery to run out of power before recharging.

·Unplug the charger from power source and the phone when not in use. Do not leave the battery connected to a charger once the battery is full. Overcharging may shorten battery lifetime.

·Extreme temperature can affect the ability of your battery to charge. Battery works only at room temperature (between 15 and 25°C). If the temperature of the battery is too hot or too cold, the battery will not charge and can malfunction. Extreme temperatures reduce and cause malfunctions in the battery.

**·Use the battery only for intended purpose.**
Never use unauthorized charger or battery or that is damaged.
Do not short-circuit the battery. Accidental short-circuiting can occur when a metallic object such as a coin, clip, or pen causes direct connection of the polarity; (+) and (-) terminals of the battery (metal stripes on the battery). This might happen, for example, when you have a spare battery or magnetic objects in the vicinity. Short-circuiting the terminals can damage the battery or the connectors.
·Do not leave the battery in very warm or cold places, such as in a closed car in summer or winter.
All of the above suggestions apply to the phone, battery, charger, or any accessory.
If phone or accessories are not working properly, take only to authorised service facilities.
Damaged batteries can damage or ruin components (e.g. Plastics).
• When the phone or accessories return to normal temperature, moisture can form inside and damage circuit boards.
•Do not attempt to open the phone or accessories other than as instructed in this guide.
•Do not drop, knock, or shake the phone or accessories. Rough handling can break internal circuit boards and fine mechanics.
•Do not use chemicals, solvents, or detergents to clean the phone or accessories.
•Do not paint the phone or accessories. Paint can clog the moving parts and prevent proper operation.
•Use only the supplied or authorized replacement parts. Unauthorized parts, modifications, or attachments can damage the phone and may violate regulations governing radio devices.
•Do not dispose of batteries in a fire!
Dispose of batteries according to local regulations. Please recycle when possible. Do not dispose as household waste.

**Mobile phone maintenance**
• Keep the device dry. Precipitation, humidity, and all types of liquids or moisture can contain minerals that will corrode internal parts and circuits. If your device does get wet, remove the battery and allow the device to dry completely before replacing it.
• Do not use or store the device in dusty, dirty areas to avoid damage to moving parts and components.
• Do not store the phone or accessories in warm areas. High temperatures reduce the life of electronic devices.
**Charging your battery**

Your device is powered by a rechargeable battery. The full performance of a new battery is achieved only after two or three complete charge and discharge cycles. The battery can be charged and discharged hundreds of times but it will eventually wear out. When the talk and standby times are noticeably shorter than normal, replace the battery. Use only approved batteries and recharges your battery only with approved chargers designated for this device.

If a replacement battery is being used for the first time or if the battery has not been used for a long period, it may be necessary to connect the charger, disconnect it and then reconnect it to begin charging the battery.

Unplug the charger from the electrical plug and the device when not in use. Do not leave a fully charged battery connected to a charger, since overcharging may shorten its lifetime. If left unused, a fully charged battery will lose its charge over time.

If the battery is completely discharged, it may take a few minutes before the charging indicator appears on the display or before any calls can be made.

Use the battery only for its intended purpose. Never use any charger or battery that is damaged.

Do not short-circuit the battery. Accidental short-circuiting will occur when a metallic object such as a coin, clip, or pen causes direct connection of the positive (+) and negative (-) terminals of the battery. (These look like metal strips on the battery.) This might happen, for example, when you carry a spare battery in your pocket or purse. Short-circuiting the terminals may damage the battery or the connecting object.

Leaving the battery in hot or cold places, such as in a closed car in summer or winter conditions, will reduce the capacity and lifetime of the battery. Always try to keep the battery between 15°C and 25°C (59°F and 77°F). A device with a hot or cold battery may not work temporarily, even when the battery is fully charged. Battery performance is particularly limited in temperatures well below freezing.

Do not dispose of batteries in a fire as they may explode. Batteries may also explode if damaged. Dispose of batteries according to local regulations. Please recycle when possible. Do not dispose as household waste.

**Note: Actual operation time of the battery varies according to operation mode, network settings and call settings.**

**Note:**

1. After the phone has run out of battery, we recommend you recharge in time.

2. To ensure safety, do not change the parts and accessories of the battery by yourself or take off the battery shell.

3. We suggest you only use the original battery supplied with your phone by our company to avoid any damage to your phone.

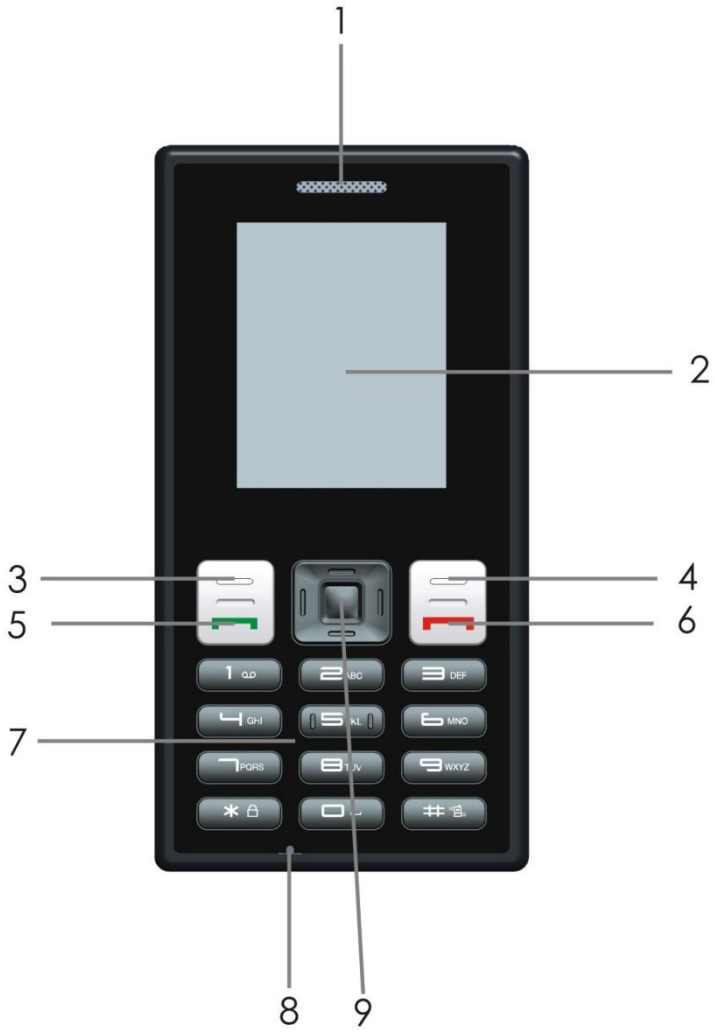
4. The temperature range for charging the phone is 0℃-40℃. Do not charge the battery in too high or too low temperatures.

5. Do not use the mobile phone during charging. Keep the phone away from charger before use.

6. Please don’t keep charging for a long time. Pull out the charger quickly after the battery is fully charged.

# 3. Get Started

## 3.1 Appearance




1. Loudspeaker
2. Display screen
3. Left softkey
4. Right softkey
5. Call key
6. End key
7. Numeric keys
8. Microphone
9. Navigation keys

## 3.2 Insert the SIM card and battery

### SIM card

-Before using the telephone you need to insert a valid SIM card first. Any information and messages related to establish a network connection and your calling initiation, along with the names and phone numbers in your address book and messages are stored in the flat metal area. To prevent damaging or losing information stored in the SIM card, you should avoid touching the metal area, and keep it away from electrical and magnetic environments. Once the SIM card is damaged, you can not access the GSM network.

**Warning:** Do remember to turn off the phone before taking out the SIM card. Taking out or inserting the SIM card with external power connected is absolutely prohibited, as this damaged the card.

-Switch off the phone, remove the back cover, after inserting the SIM card into its slot in the right direction, card insertion is completed.

### Battery

-To install the battery: Gently position the contact pins at the bottom of the battery into the recess, then gently push the bottom of the battery into the position, place battery cover in place and slide until it clicks into place.

-To remove the battery: Push the back cover down gently, then remove it, and gently take out the battery from the bottom.

## 3.3 When using with 383

When use together with 383, the phone should turn the power off before push into the 383, then put it into the back of 383, after that you can turn the 383,353 power on.

## 3.4 Charging the battery

If the device indicates a low charge, do the following:

### 3.4.1 Charging with 383

When the phone charging with 383, the battery power displayed in the idle screen will not indicate charging status. Only the 383 shows the charging status.

### 3.4.2 Separate charge

1. Connect the charger to an appropriate electrical outlet.
2. Connect the charger to the device. The charger indicator light is lit when the battery is being charged.
3. When the device indicates a full charge, disconnect the charger form the device, then from the electrical outlet.

**Tip:** Disconnect the charger from the electrical outlet when the charger is not in use. A charger that is connected to the outlet consumes power even when it is not connected to the device.

## 3.5 Headset

You can connect a compatible headset to your device. The mode of the device will switch to earphone mode automatically. You can listen to music and answer /end calls via it.

## 3.6 Security code

**－PIN code**

**PIN** code（Personal identify number）prevents unauthorized use of your phone. The **PIN** code usually comes from your service provider along with the **SIM** card.

If you enter the wrong code three times continuously, the **PIN** code is locked. To unlock the **PIN** code, you need a personal unlocking key (**PUK**) from your service provider.

**—PIN2 code**

Some functions, call costs for example, require a second **PIN2** code. The **PIN2** code comes from your service provider along with some of the SIM cards, and these functions are only available when the SIM card supports them.

If you enter the wrong PIN2 code three times, the **PIN2** code is locked. To unlock the PIN2 code, you need a personal unblocking key (**PUK2**) from your service provider.

**—Phone code**

Activate/Modify/Deactivate Startup password (the length of the password is 4-8 digital numbers). If you activate the “Startup password”, you need to enter the password each time you turn the phone on. If you want to modify the Startup password or deactivate “Startup password”, you can enter Modify/Deactivate option to set.

# 4. Your Device

## 4.1 Menu map

**Phonebook**

- Search contact
- Add new contact
- Copy all
- Delete
- Caller groups
- Extra numbers
- Phonebook settings

**Fun&Games**

- Games
- Themes

**Call center**

- Call history
- Call settings

**Messages**

- Text message
- Chat
- Voicemail server

•Broadcast message

**Multimedia**
•Sound recorder
•Melody composer

**Tools**
•Calendar
•Tasks
•Alarm
•World clock

**Settings**
•Phone setup
•Network setup
•Security setup
•Restore factory settings

**User profiles**
•General
•Meeting
•Outdoor
•Indoor
•Headset

**Extra**
•Calculator
•Currency converter
•Stopwatch

## 4.2 Turn on/off

Press and hold the power key to turn on or off.

## 4.3 Home screen

### About the home screen

In the home screen, you can choose to access the menu or phonebook and view at a glance if you have missed calls or new messages.

## 4.4 Display indicators

In standby mode the following icons are displayed:

| Icon | Explanation |
|---|---|
| | Network signal strength |
| | Battery power |
| | Vibrating activated |
| | Ring and vibration activated |
| | Ring only activated |
| | Unread message |
| | Missed calls |
| | Keypad locked |
| | Keypad unlocked |
| | Alarm set and activated |
| | Earphone plugged in |

# 5. Phonebook

**Search contact:** Search for numbers according to names.
**Add new contact:** Add a new entry to phonebook.
**Copy all:** Copy all the records stored in the phone or SIM card. Select to copy from SIM card to the phone, and vice versa.
**Delete:** Select to delete all the records from SIM card, phone or one by one.
**Caller groups:** The phone provides 5 caller groups; you can change the name, or select a specific ring tone, caller ID image, caller ID video, and other individual setting.
**Extra numbers:**
Owner number: Input 2 entries, each with a number and a name, or you can choose to edit or delete existing numbers and names.
Service dialing number: This function needs to be supported by SIM card, call the network operator's service number when it has been activated.
SOS number: You can call emergency numbers when the function is activated.
**Phonebook settings:**
Memory status: Storage status of the Phone and SIM card.
Preferred storage: Select to save in the phone or on the SIM card.
Fields: Set to edit the content in the phonebook.
Name list filter: Set the certain phone number receiving rights.
My vCard: Edit or send My Card. (example: business card or private card)
vCard version: Select 2.1 or 3.0.

# 6. Messages

## 6.1 Text message

**Write message:** Write a SMS in this option.
**Inbox:** Received SMS messages are stored here.
**Outbox:** The messages that have been sent are stored here.
**Templates:** To avoid rewriting messages that you send often, use texts in the Templates, you can also create and save your own templates.
**SMS settings**
Profile settings: Select a suitable profile for SMS for each to have the same setting, such as: Name, Address, Validity period, Message type.
Common settings: Choose to activate Delivery report and Reply path.
Memory status: To check the storage status of SIM card and Phone.
Preferred storage: Choose the storage location in SIM card or Phone.
Preferred connection: Prefer GPRS, GSM or GSM only.

## 6.2 Chat

The phone supports 2 chat rooms, select one and start chat after settings complete.

## 6.3 Voicemail server

Your voicemail is stored on the network; dial your voicemail number to get your mail.
Call voicemail: Dial voicemail number to get your message.
Edit: Add or edit your voicemail name and number for quick operation.

## 6.4 Broadcast message

Receive mode: Select to activate or deactivate the broadcast.
Read message: Read your customized news.
Languages: Select language.
Channel settings: Select channel.
**Note:** Broadcast message and voicemail are provided by operator, please contact your service provider.

# 7. Calls

## 7.1 Make calls

-Make call
In the standby mode, tap the keypad and enter the number, right softkey to delete digits, then press call key to make call. Tap end key to end a call.

-Emergency call

If you stay within the range of your network(check the signal strength in the upper left corner for details), you can make an emergency call. If your service provider does not provide roaming service within this area, the screen will display *Emergency call only,* which means that you can only make an emergency call. If you stay within the range of the network service, you can make emergency call without installing the SIM card.

-Making an international call

Before making an international call, press and hold the *, until the prefix "+" of the international call is displayed. This will allow you to make an international call from any country without knowing the local prefix of the international call.

After you input the prefix, you need to insert the country code and the phone number. Every country has a specific number.

## 7.2 Answer or reject a call

If "Any key" answer mode is activated, you can press any key to anwer a call, or you need to press call key or left softkey to answer a call.

Press the end key or right softkey to reject a call.

## 7.3 Call Center

**Call history**

The menu includes items: Missed calls, Dialed calls, Received calls, Delete call logs, Call timers, Call cost, Text message counter and GPRS counter.

Select the Missed, Dialed, Received calls to view the information. There are several options for you to operate of the logs.

-Delete: Delete the selected record.

-Save to phonebook: Save selected number to Phone or SIM card.

-Call: Call the selected number.

-Edit: Edit selected number then save in phonebook.

-Send text message: Send a message to the selected number.

Delete call logs: There are 4 submenus under this menu: Received calls, Dialed calls, Missed calls and Delete all.

Call timers: Show time of the Last call, Dialed calls, Received calls.

Call cost: Store the total call expense.

Text message counter

-Sent: Record number of sent SMS.

-Received: Record number of received SMS.

GPRS counter

-Last sent: Record flow of last sent.

-Last received: Record flow of last received.

-All sent: Record flow of total sent.

-All received: Record flow of total received.

-Reset counter: Start new counting.

**Call settings**

Call ID

-Set by network: Follow network default setting.

-Hide ID: The receiver can not see your number when you make a call. (Needs support from network operator)

-Send ID: The receiver can see your number when you make a call.

Call waiting

Select to activate or deactivate Call waiting. Query status to show status of call waiting.

Call divert

-Divert all voice calls: Divert all calls to preset number when activated.

-Divert if unreachable: Divert your calls to preset number when activated.

- Divert if no answer: Divert your calls to preset number when activated.

- Divert if busy: Divert your calls to preset number when activated.

-Divert all data calls: Divert all data calls.

- Cancel all diverts: Cancel all call diverts.

Call barring

- Outgoing calls: Limit outgoing calls

-Incoming calls: Limit incoming calls.

-Activate all: Activate all call barring.

- Cancel all: Cancel all operation limits (need to input password)

- Change barring password: Modify password.

Line switching: Select to active line 1 or line 2.

Closed user group: Select to turn off the group.

**Note:** Some functions need support from network operator.

# 8. User Profiles

Select different profiles and redefine it from 5 choices: General, Meeting, Outdoor, Indoor and Headset.

**General**

Activate: Select to activate the General mode in the options.

Customize

-Tone setup: Change the ringtone of Incoming call, Alarm, Power on/off, Message, Keypad tone.

-Volume: Adjust volume for ring and key tone.

-Alert type: Select one from Ring only, Vib only, Vib and ring, Vib then ring.

-Ring type: Select single, Repeat, Ascending.

-Extra tone: Set Warning, Error, Camp on and Connect on or off.

-Answer mode: Select to activate Any key to answer.

**Meeting**

Activate: Select to activate the Meeting mode in the options.

Customize: As General.

**Outdoor**
Activate: Select to activate the Outdoor mode in the options.
Customize: As General.

**Indoor**
Activate: Select to activate the Indoor mode in the options.
Customize: As General.

**Headset**
Activate: Plug in earphone to activate the Headset mode.
Customize: As General.

# 9. Multimedia

## 9.1 Sound recorder

Record: Recording a new voice clip.
Play: Play selected voice clip.
Append: Add a new clip to the selected voice clip.
Rename: Change the name of the selected file.
Delete: Delete the selected voice clip.
Delete all files: Delete all voice recording files.
Settings: Select File format and Audio quality.
Use as: Send the selected voice clip to User profiles or Background sound.

## 9.2 Melody composer

Play: Play selected melody.
Edit: Edit selected melody clip.
Add: Add a new clip to the selected melody clip.
Rename: Change the name of the selected file.
Delete: Delete the selected melody clip.
Delete all files: Delete all melody recording files.
Use as: Send the selected melody clip to User profiles.

# 10. Fun&Games

## 10.1 Games

There are two pre-installed games: Panda, UFO

**Panda**

Start game: Start a new game.

Best grades: Show the best scores of the game.

Help: Explanation of the game.

**UFO**

Start game: Start a new game.

Best grades: Show the best scores of the game.

Help: Explanation of the game.

**Games settings**

BGM: Set on or off.

Sound effect: Set on or off.

Vibration: Set on or off.

Volume: Set on or off.

## 10.2 Themes

There are 3 themes to select.

Activate: Select to activate the theme.

Update period: Select from Off, Hourly, Daily, Weekly, Monthly and Seasonally.

Set order: Select none or theme.

# 11. Tools

## 11.1 Calendar

In the function, you have several options:

Add event: Create an event.

Delete event: Delete selected event.

Jump to date: Set the present date as a specific date.

Go to weekly/monthly view: Browse by week/month after setting.

## 11.2 Tasks

View: Browse the stored memo.

Add: Create a new schedule.

Edit: Modify a saved memo.

Delete: Delete a selected memo.

Delete overdue: Delete the memo expired.

Delete all: Delete all saved memo.

Jump to date: Set the present date as a specific date.

Send vCalendar: Send memo by SMS.

### 11.3 Alarm

On/Off: Turn on or off the alarm.

Time: Set time of the alarm.

Repeat: Once/Everyday/Custom

Snooze: Set snooze time.

Alert type: Vib &Ring, Ring only, Vib only.

### 11.4 World clock

Select world time by navigation button. Press Options to turn on/off other cities to save power.

## 12. Extra

### 12.1 Calculator

This feature allows you to do simple calculations.
-Press numeric key to input numbers.
-Press right softkey to delete digits.
-Press left soft key to compute.

### 12.2 Currency converter

The function allows you to do exchange rate conversion.

### 12.3 Stopwatch

There are two mode of the Stopwatch: Typical stopwatch and nWay stopwatch.

## 13. Settings

### 13.1 Phone setup

Time & Date

Select time zone: Select a city for the time set of your phone.

Set time/date: Set present time and date.

Set format: Set the display format of time and date.

Update time with time zone: Set on or off.

Schedule power on/off

Set the status and power on/off.

### Language
Set the display language of the menu.

### Display characteristic
You can set Wallpaper, Screen saver, Power on/off display, Main menu style, Show date and time, Show owner number of the home screen display in this function.

### Greeting text
Select to display greetings in standby.

### Shortcuts
Add the items to the shorcuts.

### Dedicated key
Set the shortcut functions of the navigation keys.

### Auto update of date and time
Set on or off of this funtion.

### Flight mode
Out of network range, you can only perform partial operations, especially set for flight.
Select one from Normal mode, Flight mode and Query when power on.

### Misc. settings
Set the LCD backlight duration.

## 13.2 Network setup

Select network for SIM card

**Network selection**

-New search: Register the network again that is manually searched.

-Select network: Search for compatible network.

-Selection mode: elect auto or manual search for network.

**Preferences:** Pre-stored few networks you need.

**GPRS connection:** Select when needed or always.

## 13.3 Security setup

**-SIM Lock**

PIN code protects your SIM card from been illegally used. Select to activate PIN code protection if deactivated, then next time you turn on the phone, it will ask you to input PIN code. Select to deactivate PIN code protection if activated. If you want to change the old PIN code, please follow the instructions to input the old PIN code, the new PIN code and then repeat new PIN again.
Notice: If you input PIN 1 code incorrectly for 3 successive times, your SIM card will be locked by

the network, and then you need the PUK code to unlock the SIM card. PIN code and PUK code are provided together. If not, please contact your network operator. Usually, the default PIN code is 1234, please change it to your own.

**-Phone lock**

The security code protects against unauthorized use of your phone. It is usually supplied with the phone. When you choose this option, you need to input lock code every time you switch on the phone, then make or answer a call. User can also choose to cancel lock code, under which the phone is not protected against illegal use.

Input the lock code, use right softkey to cancel input error, and then press OK.

Note: The default password for phone lock is 1122, you need to change it as soon as possible. And if you forget your password, you need to contact your retailer or local service center to unlock your phone.

Change password: Change the password of the phone.

Note: Certain function needs support from your network operator.

**-Auto keypad lock**

Set the automatically lock time of the keypad.

**-Fixed dial**

You can only dial the numbers in the fixed dialing list or those which share few common figures (needs support from SIM card).

Mode: Turn on/off fixed dialing (need to input PIN2 code).

Fixed dial list: Input the numbers for fixed dialing.

Note: Activate or deactivate the fixed dial, you need to input PIN2 code, please contact your network service provider for it. After you come into fixed dial, what you see in the card folder is the numbers in the fixed dial list.

**-Barred dial:** Set dialing limitation on certain numbers.

-**Change password:** Change PIN, PIN2 and phone password.

Note: Partial function needs support from your network operator.

## 13.4 Restore factory settings

Restore the settings to default. The initial password is 1122.

# 14. Troubleshooting

Please refer to the following instructions if your phone shows any problems.

| Problem | Cause | Solution |
|---|---|---|
| Bad reception | The area has bad reception due to poor network coverage or interference from object and electronic devices. | Avoid, if possible. |
| | During rush hour the network lines are overloaded by users. | Avoid, if possible. |
| | Related to the distance of | Ask your network operator for |

| | | |
|---|---|---|
| | network base. | service range map. |
| Echo and noise | Area problem caused by bad network exchange line. | Hang up the redial, exchanger may switch for better line. |
| | Bad line in some communication areas. | |
| Short standby time | Standby time is related to network system settings | Please turn off the phone while is in a bad area reception. |
| | Battery exhausted | Change with a new battery. |
| | The phone will search for base continuously when there is no signal, which causes large power consumption. | Move to place with stronger signal or turn off the phone temporarily. |
| Dead phone | Run out of power | Check battery and/or recharge |
| SIM error | SIM card damage | Contact your network operator. |
| | SIM card not properly installed. | Make sure the SIM card has been properly installed. |
| | Metal area of SIM card has been damaged. | Wipe clean the metal contact area with clean cloth. |
| Disconnected from network | Invalid SIM card | Contact your network operator. |
| | Out of GSM service range | Consult your network operator for service range. |
| | Weak signal | Move to find an area with stronger signal. |
| Unable to make call | Call limitation activated | Cancel call limitation |
| | Fixed dialing activated | Cancel fixed dialing |
| PIN error | Incorrect input of PIN code for 3 times continuously. | Contact your network operator. |
| Unable to charge | Battery or charger damaged. | Change with new battery or charger. |
| | Charging environment below -10 or above 55. | Change charging environment |
| | Bad connection | Make sure the plug has been connected correctly |
| Unable to add numbers to phonebook | Phonebook is full | Delete some records from phonebook. |
| Unable to define certain functions | The function is not supported by your network operator or you have not applied for it. | Contact your network operator. |